

**VISOKA ZDRAVSTVENA ŠOLA V CELJU**

**DIPLOMSKO DELO**

**DEJAVNIKI IN POSLEDICE STRESA MED MEDICINSKIMI SESTRAMI  
NA HEMODIALIZI**

**FACTORS AND CONSEQUENCES OF STRESS BETWEEN NURSES  
ON HEMODIALYSIS**

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## POVZETEK

**Uvod:** Stres je čustveni, duševni, telesni in vedenjski odgovor posameznika na morebitno škodljiv stresni dejavnik. Pri tem je pomemben odziv posameznika, ki ga določa njegova osebnost, življenjska naravnost, pretekle izkušnje, znanje in okoliščine. Poznamo več različnih vrst stresa. Namen raziskave je proučiti dejavnike in posledice stresa med medicinskimi sestrami na hemodializi.

**Metoda:** Za izdelavo diplomskega dela smo uporabili kvantitativni raziskovalni pristop, za raziskovalno metodo pa deskriptivno kavzalno neeksperimentalno metodo empiričnega raziskovanja. Za zbiranje empiričnih podatkov smo uporabili tehniko anketiranja, kot merski instrument pa anketni vprašalnik. V raziskavo smo vključili petdeset anketirancev, ki so zaposleni na oddelku za hemodializo. Vrnjenih je bilo petdeset anketnih vprašalnikov, kar predstavlja 100-odstotno realizacijo vzorca. Podatki so bili analizirani s pomočjo programa Microsoft Office Excel 2019 in SSPS 25.0.

**Rezultati:** 25 (50 %) medicinskih sester se s stresom na delovnem mestu srečuje najmanj trikrat tedensko. Kullbackov preizkus znaša 7,854 (sig. = 0,249), kar pomeni, da med pojavnostjo stresa med medicinskimi sestrami na hemodializi in delovno dobo ne obstaja statistično značilna povezanost. Medicinske sestre na oddelku za hemodializo v raziskavi izpostavijo naslednje najpogostejše dejavnike stresa: nezadostno število zaposlenih 33 (66 %), 23 (46 %) nočno delo in 23 (46 %) nadurno delo. Psihološki simptomi, ki jih medicinske sestre zaznajo, ko so pod stresom: 27 (54 %) postane nemirnih, 23 (46 %) zazna zmanjšanje koncentracije. Vedenjski simptomi stresa: 39 (78 %) jih zazna pomanjkanje zadovoljstva pri delu, 28 (56 %) zmanjšano učinkovitost pri opravljanju dela. Fiziološki znaki stresa: 34 (68 %) jih navaja nespečnost, 28 (56 %) glavobol.

**Razprava in sklep:** Medicinske sestre na hemodializi se pogosto srečujejo s stresom. Dejavniki, kot so nadurno delo, premalo zaposlenih in nezadovoljstvo z delom, lahko ustvarijo visoko stopnjo stresa, ki lahko negativno vpliva na celostno dobro počutje medicinske sestre. Na oddelku za hemodializo se stresu, njegovim vzrokom in posledicam posveča premalo pozornosti. Potrebno je seznaniti medicinske sestre, na kakšne načine se lahko sprostijo in izognejo stresu, ne pa da posegajo večinoma samo po počitku in slabih razvadah. Naloga vodstva in organizacije pa je, da zaposlenim zagotovi varno delovno mesto in čim boljše delovno okolje.

**Ključne besede:** stres, medicinska sestra, dejavniki stresa, posledice stresa, hemodializa.

## SUMMARY

**Introduction:** Stress is an individual's emotional, mental, physical, and behavioral response to a potentially harmful stressor. The response of the individual, determined by his personality, life orientation, past experiences, knowledge and circumstances, is important. We know several different types of stress. The purpose of the study is to determine what are the factors, the consequences of stress in nurses employed on hemodialysis, and in what ways they deal with stress.

**Method:** For the preparation of the diploma work we used a quantitative research approach for the research methodology descriptive causal non-experimental method of empirical research. To collect empirical data, we used technical surveys as an instrument for the survey questionnaire. Fifty respondents employed in the hemodialysis department were included in the study. Fifty survey questionnaires were returned, representing a 100% realization of the sample. The data were analyzed using Microsoft Office Excel 2019 and SSPS 25.0.

**Results:** 25 (50 %) nurses experience stress at work at least three times a week. The Kullback test is 7.854 (sig. = 0.249), which means that there are no statistically significant associations between the occurrence of stress among nurses on hemodialysis and service life. Nurses in the hemodialysis department in the research highlight the following most common stressors: independent number of employees 33 (66 %), 23 (46 %) night work in 23 (46 %) overtime work. The psychological symptoms perceived by nurses are under stress: 27 (54 %) become restless and 23 (46 %) reduce the decrease in concentration. Behavioral symptoms of stress: 39 (78 %) achieved effective performance at work due to lack of job satisfaction, 28 (56 %). Physiological signs of stress: 34 (68 %) reported insomnia, 28 (56 %) headache.

**Discussion and conclusion:** Nurses on hemodialysis often face stress. Factors such as overtime, understaffed and dissatisfaction with work can create a high level of stress that can negatively affect the overall well-being of a nurse. In the haemodialysis department, stress, its causes and consequences are paid too little attention. It is necessary to inform nurses of the ways in which they can relax and avoid stress, rather than intervene mostly only after rest and bad thing. However, the task of management and organisation is to provide employees with a safe workplace and the best possible workplace.

**Key words:** stress, nurse, stress factors, consequences of stress, hemodialysis.